M.R. [illegible]

[illegible]

S.O. BOOK 136.

Code 28-73.

G R

SUPPLIED
FOR THE
PUBLIC SERVICE

T.91-6236. Wt. 4970. 90,000 Bks. 10/44. T.W. & S. Ltd.

LIST OF CODES.

ARRINGTON	AT
Ashdon	ASD.
Barkway	BKW
Bedford	BF/BF.
Bishops Stortford	BP
Bottisham	BSM
Broadfield	B.R.
Bury S. Edmunds.	B.N.
Caxton	C.X.
Chelmsford	SD/CL
Chrishall	CSL
Comberton	CMB.
Cottenham	CH.
Earith	PE/ER
Elsworth	EH.
Ely	EY.
Fowlmere	FO
Fulbourn	FB.
Gt. Chesterford	GC
Gt. Sampford.	GSD
Haddenham	HD.M
Harston	HA
Haverhill	HV
Hertford	HJ
Histon	H.I
Hitchin	BF/HI
Huntingdon	PE/HH
Kelshall	KL
Linton	LTN
Littleport	LP.
Luton	BF/
Madingley	MD.
Melbourn	ME
Newmarket	NR.
Newport	NP
Peterborough	PE/PE
Radwinter	RWT
Royston	RY
St Ives	PE/STS
St Neots	PE/SN
Saffron Walden	SW
Sawston	SAW
Shelford	SRD
Soham	SOH
Somersham	PE/SM
Steeple Morden	SMD
Swavesey	SY
Teversham	TV
Thetford.	TFD
Trumpington	TP.

West Wratting	WW.
Willingham	WG
Wisbech	PE/WJ
Waterbeach	WB

Outgoing trunk routes from Camb.

Birmingham	B/-
Colchester	CO/CO
Ipswich	CO/IH
Kings Lynn	LN
Maidstone	CU/MA
Norwich	NC
Nottingham	NG.
Leicester	LE
Northampton	CV/NH
LONDON	L/-

GI Girton } Local
CN Cherryhinton } Camb.

SRD.	601	EX.
TP	602	
TV	603	
HA	604	.
HA	HL605	
CMD .	607	Exch.

COLORS ON SWITCHBOARD

White	LOCAL
Green	SECONDARY
Orange	UNTIMED
YELLOW	TIMED

TYPES OF EXCHANGES.

Manual/

Subscribers must call exchange operater for all calls

U.A.X (Unit automatic exchange)

Small type of exchange where subscribers dial all local number & in some cases up to radius of 15 mls.

AUTO-MANUAL. (CAMBRIDGE).

Subs dial all local number within 5 ml. radius & for all other calls dials 0 for operater

DEPENDANT

an exchange which is not directly connected with it's group centre (eg) Sutton on Ely

MINOR. one which is directly connected with it's group centre. (Ely)

PARENT an exchange which handles junction & trunk traffic, for an automatic exchange whose subs, obtain access to it by dailing "0"

GROUP CENRE (CB).

one which handles trunk traffic for exchanges in its group.

CALL BOXES

PREPAYMENT (AUTO)

red " calls received on red call office levels are pre-payment boxes having both buttons A & B. Fulbourn & Trumpington (UAX's) do not call on red levels — but are indicated by the unobtainable tone when answered.

POST PAYMENT or MANUAL.

Boxes having no buttons once the money has been inserted there is no means of regaining it.

ATTENDED call offices can be on either manual or automatic exchange. At these telephones there is an attendant who collects de money. some post offices have dese call boxes.

TRUNK call ~~is~~ must go to group centre to be connected. Junction calls are ~~be~~ connected by manual op.

Switch board.

White	Local.	calls
Green	Secondary 'or Fee	"
Orange	Untimed	" RB or C
Yellow	Timed.	" D or over

This only applies to CAMBRIDGE SUBSCRIBERS

REF. REF TO RRQ for charge of calls

CB/ TKO ⊗
dial number put in plug to hear conversation

PBX Private Branch Exchange

Calls to TGM. Telephone telegrams
MS/SV
PF telegrams.

Trunk call has terminal group centre.

PREPARATION OF TICKETS.

Calls to TGM (MJ|SV) & Enquiries prepare ticket according to charge
Calls to P.F (telegrams) always prepare as local.

TELEGRAMS.

1/ Calls from coin boxes to Telegrams (P.F) are unchargeable & the tickets are prepared as local calls. (P.F) in remarks space.

2/ Calls to telephone telegrams (TGM) are unchargeable but are recorded in full endorsing MJ|SV in the remark space.

3/ Calls from private subs to tell. are charged as local calls & the tickets should be prepared as such.

4/ All calls to telegrams regarding an inquiry are not chargeable, the ticket should be endorsed TSQ in the remark space

5/ When connecting call boxes to telegrams, always use an separate cord circuit & advise the P.F. operator "you are through to (CSL 221) prepayment, please collect the telegram charge".

6/ Abbreviations.

TSQ .	Telegrams Enquiries
P.F.	Telegrams.
TGM.	Telephone Telegrams.
MS/SV	Service Message.

SERVICE CALLS

Telephones in the switch room 5353 (Miss Tuck) 56286-7 (Miss Whitam) 4871 (Clerical duty) 5251 (Engineers). Calls made from these are always unchargeable. & when an officer makes a call she will quote "unchargeable service".

oter offical numbers from T.M.O (Telephone managers Office) H.P.O Head post Office S.O., Sorting office. etc. are also allowed to make service calls. If it is a call within the untimed category (eg up to C.) it is unchargeable. But calls above D & over. are chargeable. Service calls from call offices to numbers within the untimed cat. are unchargeable & no fees need be collected. If call is timed no fees need be collected, but the name initials & rank of the officer & office to which he is attached must be endorsed either in remarks space, or on back of ticket. Recognised service circuits making calls to maintenance controls regardle of distance are unchargeable.

OTHER GROUP CENRES DIRECTREY
WORKED TO from CAMBRIDGE.

BF	BF
B	P
B	N
H	J
BF	HI
PE	HN
BF	LT
N	WR
PE	PE
RE	WJ
SD	CL

To obtain subs on following exchanges CB subs dial

601	for	SRD	operator
602	dial	TP	direct
603	"	TV	"
604	"	HA	"
605	"	HI	"
607	"	CMB	"
608	for	MD	operator.

Sul

To (DEPENDENT) OBTAIN Exd. via Royston.

BKW	84	followed by NO. required
BR	88	" " "
KSW	87	" " " "

To obtain Exd. via PE/STS

PE/ER	7	" " " "
PE/SM	6	" " " "

To obtain exd. via SW

ASD	84	" " " "
GBD	86	" " " "
RWT	87	for RWT exchange

EMERGENCY CALLS.

Calls for FIRE, POLICE or AMBULANCE. should be regarded as urgent & should be dealt with as carefully & quickly as possible. The operator must remain in circuit until she has heard particulars of the call passed to the appropriate emergency station. The station supervisor must be advised immediately

Note time in booking espec
if the call originates
from a subs circuit, it
is chargeable but if from
a call office, unchargeab
IF, however a call from
a call box is found not
to be of an urgent natur
the caller should be
asked at a convenient time
to insert the necessary
coins in the box.

CALLS made by Police Officers
Such calls are allowed
free of charge but, the
number of such officer
should be noted in remarks
space. eg (WR123) or (PC101)

JUNCTION CALLS.

1/ TE. or untimed calls if
a free circuit is not
immediately available on
either primary or alternate
route advise sub. "I am
sorry, the junctions are

engaged. you will be rung later".
After releasing sub. enter
booking time & initials
in appropriate spaces
& endorse JE in remark
space. Further attempts
should be made at 5 min intervals
until call is completed.
(on timed calls hold for
60 secs)

2/ DJE/ if advised junctions
~~engaged~~ engaged by distant
operator, clear down &
advise sub "I am sorry
the lines are engaged you
will be rung later." After
entering booking time &
initials endorse ticket
DJE in remark space
(the primary & alternative
routes must be tried
before advising sub) Further
attempts should be made
a 5 min intervals until
call is completed or
at the third consecutive
attempt if still DJE

the call should be rebooked with distan~~tt~~ operator where ~~to~~ congestion occurs eg. (on call to (Mumkford) Bury opr advises "junction engaged" the call is tried again & same advise received. But if on ~~3rd~~ 3rd consecutive attempt, sa eq. rebook

3) call to Bury.

DJE delay. Rebook call Imm. where delay is advised Endorse ticket "rebkd. BN 10.15 am.

DELAYED ANSWER CALLS. (Timed &

4) untimed) on calls to Manual exch. after interval of 30 secs enter circuit & say to caller "I am trying to connect you". Flash distant opr & say "ring on this line". If no reply has been obtained after further 30 secs, enter circuit say to caller "I am still trying to connect you". Flash distant opr & say

"Ring on this line". If no reply after 90 secs (from booking time) advise "I am sorry there is no reply" & cancel call.

5) DELAYED ANSWER CALLS (Timed & untimed) TO AUTO EXCH. is similar to (4) except at 30 & 60secs opr must verify ringing tone

6) NO REPLY DISPUTED set up fresh connection after verifying number & if still no reply & sub insists there should be, arrangements should be made with inquiries for line to be ~~tested~~ the sub should be released with the expression "I will arrange for line to be tested you will be rung later".

JUNCTION CALLS. CALL OFFICES

1) UNTIMED CALLS

Try primary & alternative route & if JE advise caller im. "I am sorry the junctions are engaged, if you will wait by the box I will call you".

2/ **TIMED CALLS.** Try primary & alternative & if DJE hold caller for 1 min whilst a search for a junction is made advising "I am trying to connect you" at 30 secs. If unsuccessful advise "I am sorry the junctions are eng. I will connect your call at eg (9 AM)" 15 mins later.

3/ **DJE** Hold caller advising "I am trying to connect you" (30 secs & try again 60 secs. If still DJE on both primary & alternative routes advise "I am sorry the lines are engaged, if you will wait by the box I will call you". Try call every five minutes & at 3rd attempt if still DJE ring caller & say

"I am sorry the lines to
are still engaged
Will you please return to
this instrument punctually
at 9AM?) when I will call you". Time quoted
must be thirty minutes
later, then rebook call
with the intermediate exch.

④ E number engaged timed & untimed calls.
advise caller, "I am
sorry the line is engaged"

⑤ NR. number timed & un.
advise caller, "I am
sorry there is no reply"
90 secs ring.

CODES USED ON TICKETS.

E	..	engaged.
NR	..	no reply
OE	"	originator engaged
ONR	..	" no reply
JE		junctions engaged
DJE		distant " "
LE		line "
OOO	"	out of order.
OCB.		originating call Barred
C		Cleared to Junction

S.P. .. Spare line
T.O.S " Temp. out of service
W.N.C. : Wrong number connected
NT " No Tone
NU : Number unobtainable
ER. " Engaged refuses interrup
ET " " trunks
EC " " cannot interrupt
NC . No clears

RURAL PARTY LINES.

All party line numbers begin with 93 & are 4 figured nos third figure indicates party line & fourth the number of rings to be given to call required sub.

When a sub dials no of a RPL sub. the first two digits will effect connection to the position of the auto-manual switchboard on which the RPL are terminated & although the sub may dial four digits the third & fourth will not operate the automatic plant.

Answer the calling signals with "What number are you calling please," repeat number required back to caller & select the party line required & ring sub. Calls from one party line sub to another are free of charge. as are also calls to subs on same exchange. eg. (party line subs to CB numbers). Tickets for these calls should be prepared, & if effected crossed from top left to bottom right & endorsed Rlh in remark space.

Two party lines :

Subs connected on "two party lines" will proceed as ordinary subs when originating & receiving calls. On calls between subs on same "two party line" the sub will dial "0" & preface his demand by "party" In these cases requests sub to replace receiver & take of again in a few moments. Then release connection when supervisory (red) lamp glows. Now take a calling cord, & dial required sub, when the two subs commence conversation leave calling cord in jack till call is finished. E

EXPRESSIONS COMMON TO ALL CALLS.

1/ When obtaining the called sub on a call previously effected the operator should say to T. Sub. (if he answers first) "Hold the line please I have a call for you".

2/ On a call where the O.S. answers first "Your call to (LE 1234) for extension 100, go ahead please".

3/ If caller refuses to accept call say to DS. "I am sorry you have been troubled, the caller does not want you now".

4/ When DE or ONR. "I am sorry the subscriber who wanted you is now engaged" or "I am sorry there is no reply from the sub who wanted you".

DEMAND WORKING BOOKING & ENQ

OPERATING PRINCIPALS

On receipt of request for trunk calls record all particulars before attempting to set up call. If OS. is calling on a DXTK circuit or a RWT sub. The connection must be reversed as charge & clearing signals are not received. If call cannot be repeated on demand. release sub & after recording booking time etc. circulate the ticket to the suspended position for subsequent completion. Codes, if used, must be 'written' in block letters, & the TGC must be written in full, unless worked IE direct. eg (LN & NG) etc. If a county suffix is shown in the VF or is quoted by the RRQ this must be recorded on the ticket

RESTRICTION OF DURATION

all calls except priority I & U.D & press calls are limited to 6 mins from 9 AM to 11 pm inclusive

DEFFERRED CALLS.

Calls may be accepted for completion but the caller must be informed that connection at a specified time cannot be guaranteed. Record call as shown on specimen ticket 2 overleaf. Ca

CALLS CHARGED TO ANOTHER number at SUBS request.

This request may be complied with providing that (a) both numbers are on the same or nearby exch's. (b) the number is one for which the sub claims full responsibility. (c) a request is

made at time of booking
Endorse ticket as shown.
In case of calls from
call offices this can
only be allowed if O.S.
telephone is out of order
(specimen 3)

TRANSFER CALLS

A service by which the
charge of the call is
transferred to distant sub.
The reversal of the
charge is usually requested
when the call is
booked but should the
request be made at terminate
of call the ticket should
be amended accordingly.
record XFC boldly in the
FROM space & advise O.S.
if ~~the~~ however the operator
does not hold the ticket
for the call & if
she is the incoming op.
the sub should be

connected to FQ.
A transfer charge call cannot be made to a call office line unless it is to a subs coin box circuit, when money may be deposited by D. Sub. Should distant sub refuse to accept the charge the call must be cancelled unless the caller is willing ~~to~~ to pay for the call.

Charges

All fees including call box, FXT & junction or trunk fees must amount to 1/6, where this condition is not met the charges must be brought up to this sum.

Booking

All particulars must be recorded in full & XFC endorsed in bold letters in the form space on right hand side.

Connections

Connect call in

usual way except when TX answers say "Mr Brown is ~~a~~ calling you from BB & wishes you to pay for the call will you accept the charge". If accepted time on & off in the usual way.

Continuation transfer calls.

On call office calls the charges may be reversed after the first & subsequent 3 mins period first ask TS. if he will accept charge & his name should be shown in the remark space of the second ticket which is prepared as XFC. At termination of call associate both tickets & place in completed holder

INCOMING OPERATING.

1/ From a trunk to a trunk.
Try primary only. Green ring if from a red opal to a ring current.
From a trunk to a junction in our group try primary & alternative & see right through to number giving advise at 30, 60 & 90 secs. Out of our group try primary only & see through to exchange operator.

2/ FROM JUNCTION TO TRUNK
Try primary only.
FROM JUNCTION TO JUNCTION.
In or out of our group try primary & alternative & see through to next exchange operator.

3/ N.O.F from a trunk circuit
(a) if manual make second attempt over another junction. If advise is confirmed advise number eng

3/ If automatic redial number over another junction, If engage Tone still received advise Number engaged.

4/ Number eng. from a junction Connect to E.T.

5/ Junctions engaged from a trunk circuit. Advise JE, then search cont. for 60 secs If still JE. advise "Junctions still engaged", at 60 secs.

6/ JE from a Junction. Connect to ET.

7/ N.R from a trunk circuit If to (a) a trunk subs multiple ring sub again. (B) To a dialling junction verify Tone. (C) Signal junction. flash in distant op. & say "Ring on this line" adv. ~~the~~ ~~subs.~~ "I am trying to connect you" at 30 & 60 secs. Then "No reply" & clear connections.

8/ No reply from junctions

leave conn. till 2 clears

received.

9/ Trunk circuits engaged.

When either trunks or junctions adv. "Hold the line please" search con. for 60 secs If search is still unsuccessful adv. "No circuits to ——"

LABELS.

Blue with red opal ring circuit. Blue with white opal, signal circuits. Black with white opal, junctions, these are sometimes 'labelled' with name of exchange (in code) or TX. If calls are prefixed by "long distance" adv. as if from trunk circuit.

1/ DEFFERRED. CALLS

To L/ABB 0100

From CB 0123

Spl. Insts. | Cont'g. Opr.

ON m | s. | d.

OFF or elapsed m

Ch'ge mins. | Booking Time ~~12.7AM~~ 12.0pm | Rec'd by ML

T. G. C. L/ ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

DEF. BOOKED at 9.30

2/ Calls to mature on a telephone other than that used for booking

To L/ABB 0178 SEE REMARKS

From CB 0100

Spl. Insts. | Cont'g. Opr.

ON m | s. | d.

OFF or elapsed m

Ch'ge mins. | Booking Time 10.0am | Rec'd by ML

T. G. C. L/ ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

CONNECT ON CB0161

Call changed to another NO at Subs req.

To H/ABB 01001 SEE REMARKS

From CB 012311

Spl. Insts. PRE | Cont'g. Opr.

ON m | s. | d.

OFF or elapsed m

Ch'ge mins. | Booking Time 6.0pm | Rec'd by ML

T. G. C. L/ ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

CONNECT ON CB 0678
BOOKED BY MR SMITH.
OWN TEL. 000

To SPECIMAN

From

Spl. Insts. | Cont'g. Opr. ML

ON 11.27am | s. | d.

OFF or elapsed m

Ch'ge mins. | Booking Time m | Rec'd by

T. G. C. AUTO

3 | 6 | 9 | 12 | 15 | 18

~~9~~ 5 mins Time off 11.50am
18 "
23 Total

TT4

TO Ex. BRIGHTON

No. 2478

Person MR R BROWN
Alt. Name
or Ex. & No.

FROM Ex. CB

No. 123411 Aux. No.

Person MR GREEN

Booking Time 10 · 20am	Rec'd by ML
Cont'g Opr.	Serial No.

Adv. rec'd from called station WT

Time orig. sub. adv. 10 · 25am

Spl. Insts. PRE

ON m

OFF or Elapsed

Ch'ge Mins

	s.	d.
Tk	—	—
P		
Total		

3 | 6 | 9 | 12 | 15 | 18

Particulars passed to

Ex. at m

T G C BRIGHTON ✓ AUTO

1/6 ✓ personal fee cancelled

XFC TRUNK FEE
ON 2nd TICKET

C&P 1/44

FC
789
ML
d.
'd by
✓ AUTO
18
H/B/

To BRIGHTON
1234

From XFC
CAMBRIDGE 123411

Spl. Insts. PRE

Cont'g. Opr. ML

ON 10 · 14 am

OFF or elapsed 2 m

s.	d.

Ch'ge mins. 2

Booking Time m

Rec'd by

T. G. C. BRIGHTON ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

MR C BROWN H/B/
CONT OF 3min paid call

SPECIMEN
BRIGHTON
1234

From
CB 123411

Spl. Insts. PRE

Cont'g. Opr. ML

ON 10 · 11 am

OFF or elapsed 3 m

s.	d.

Ch'ge mins. 3

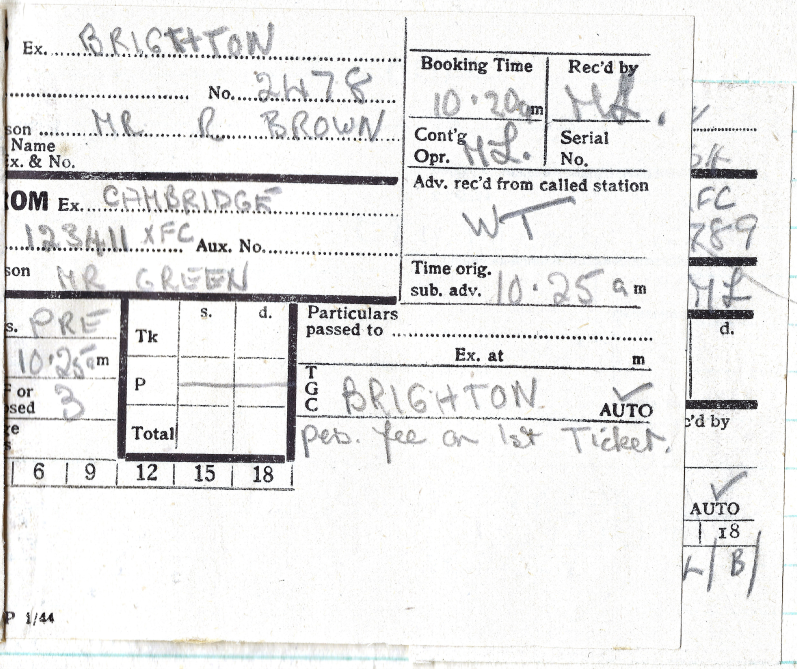
Booking Time m

Rec'd by

T. G. C. BRIGHTON ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

Coll 3/2 (1) H/B/
Contin as XFC✓



Ex. BRIGHTON

No. 2478

son MR R BROWN
Name
x. & No.

OM Ex. CAMBRIDGE

123411 XFC Aux. No.

son MR GREEN

s. PRE

10·25 am

or
sed 3

e
s

	s.	d.
Tk		
P		
Total		

6 | 9 | 12 | 15 | 18

P 1/44

Booking Time	Rec'd by
10·20 am	ML
Cont'g Opr. ML	Serial No.

Adv. rec'd from called station WT

Time orig. sub. adv. 10·25 am

Particulars passed to

Ex. at m

T G C BRIGHTON ✓ AUTO

per. fee on 1st Ticket.

FC

789

ML

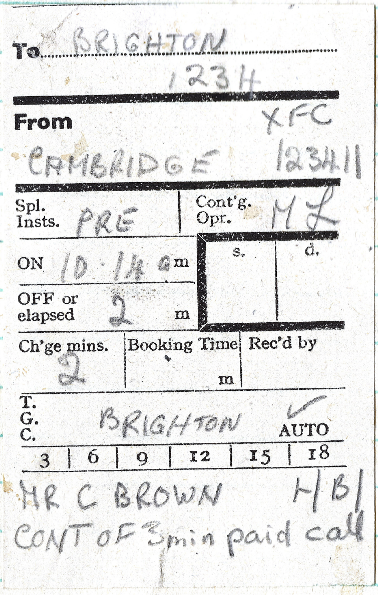
d.

'd by

✓ AUTO

18

H/B/



To BRIGHTON
1234

From XFC
CAMBRIDGE 123411

Spl. Insts. PRE | Cont'g. Opr. ML

ON 10·14 am | s. | d.

OFF or elapsed 2 m

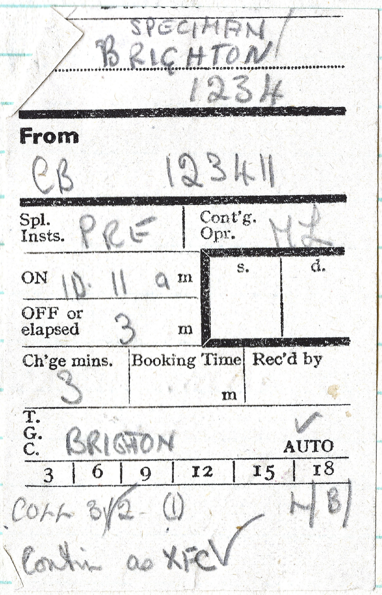
Ch'ge mins.	Booking Time	Rec'd by
2	m	

T. G. C. BRIGHTON ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

MR C BROWN H/B/

CONT OF 3min paid call



SPECIMAN
BRIGHTON
1234

From
CB 123411

Spl. Insts. PRE | Cont'g. Opr. ML

ON 10·11 am | s. | d.

OFF or elapsed 3 m

Ch'ge mins.	Booking Time	Rec'd by
3	m	

T. G. C. BRIGHTON ✓ AUTO

3 | 6 | 9 | 12 | 15 | 18

Coll 3/2 (1) H/B/

Contin as XFC ✓

To BRIGHTON
1234

From XFC
CAMBRIDGE 6789

Spl. Insts.
Cont'g. Opr. ML

		s.	d.
ON	10.20 am		
OFF or elapsed	4 m		

Ch'ge mins.	Booking Time	Rec'd by
	m	

T. G. C. BRIGHTON ✓ AUTO

3	6	9	12	15	18

MR GREEN L|B|
✓

To BRIGHTON
1234

From XFC
CAMBRIDGE 123411

Spl. Insts. PRE
Cont'g. Opr. ML

		s.	d.
ON	10.14 am		
OFF or elapsed	2 m		

Ch'ge mins.	Booking Time	Rec'd by
2	m	

T. G. C. BRIGHTON ✓ AUTO

3	6	9	12	15	18

MR C BROWN H|B|
CONT OF 3min paid call

SPECIMAN
BRIGHTON
1234

From
CB 123411

Spl. Insts. PRE
Cont'g. Opr. ML

		s.	d.
ON	10.11 am		
OFF or elapsed	3 m		

Ch'ge mins.	Booking Time	Rec'd by
3	m	

T. G. C. BRIGHTON ✓ AUTO

3	6	9	12	15	18

COLL 3/2 (1) H|B|
Contin as XFC✓

PERSONAL CALLS

If a personal fee is payable no cancellation marks should be made. The code CCh should be entered in the chargeable minutes space, & an entry explaining the reason for cancellation made in remark space. eg. "CCh refused by required person". If ticket has to be circulated to PCM personal call monitor) the code P.C.M should be written in capitals in remarks space.

When asking for required person (OS to be circuit) say "Can MR. BROWN take a personal call from Cambridge" When MR. Brown speaks say "Is that MR BROWN speaking, personally". If req. person is not imm. available, say to Distant sub. "Can you say when MR BROWN is likely to be available, or where he can be obtained"

Cancellation of personal calls.

Personal calls received before 10 pm are cancelled at midnight & those received between 10 pm & midnight are ccl at 8 am following day unless advice is received that req. person may be available within 24 hrs. of booking time. The personal fee is chargeable, unless for any reason an enquiry of the des. sub. has not been made.

The personal fee must always be collected from a coin box at the time of booking if the name of a particular person at the calling station has been specified in the booking, & it is stated when the call matures that the person is not av. The operator should say "Will anyone else speak". If none else will speak, say "[illegible] you know where MR JONES can be obtained"! If calling station cannot give this information operator must say "I must cancel the call" Ticket should be endorsed in remark space "CCL. originating person not available" If calling person can be obtained at another tel. the call should be completed to that number & the charge based as from & raised against the number from which the call is established.

CODES

NX	Reg person not expected to-da
X	" " expected. not known what time
X 3pm	" " " 3pm.
NKA	Not known when reg person av.
WT	Will talk.
NT	No trace. Reg pers. Not know
G. AT (Le 2345b)	Reg person can be got at number quoted [illegible] reg. person.

WHO	WHO will talk.
TA	Try again
CF	Cannot find req person
HR	Hasten report.

FOR TFXT expressions, (for fixed timed personal calls.

If req person available at calling say: "Your fixed time per. call, to MR Brown of Brighton." On hearing further reply from called station. "Is that MR BROWN call speaking personally". If a particular person at the calling station has been specified in the booking say "Mr Jones for his fixed time pers. call, to MR BROWN of Brighton" On hearing further reply say. "Is that MR JONES speaking personally".

Number engaged

If either number is eng. adopt "interrupt procedure".

No Reply.

Proceed as for ordinary calls.

PRIORITY.

Priority 1 & 2.

P.U.T. (Prolonged Uninterrupted telephone calls) these serve as a temporary private wire. Enter P.U.T. & name of service for which the caller belongs in remark space Treat all such calls as priority 1 & adv SSR as soon as possible. Pass particulars forward as P.U.T. call from Cambridge. Your sup. will arrange for tie on label to be attached to the cords & a marker 19 over the speak key. No fees should be collected if call originates from a call box.

Restriction of duration.

Priority 1, P.U.T U.D. & press calls should not be restricted

Circuit congestion etc.

TE If a free circuit is not available imm on either primary or alternative route advise "I am sorry the lines are engaged, your call will be connected as soon as poss." Then hand to sup.

TE delay

If there is delay on primary route & a free circuit is not available after 60 sec search on alternative route advise "There is delay to ___ your call will be connected as soon as possible.

DTE.

Warn priority I calls & rebook Priority II.

DSE

Warn Priority II calls suspend Priority II " & hand to sup. for circulation to a suspended position. When releasing sub, advise "I am sorry the lines all engaged, your call be conn. as soon as pos."

E.

Interrupt call. If EC or ER advise O.S. "I am sorry the number is engaged. your call will be conn as soon as pos".

OE

Interrupt caller. If OEC or OER advise DS, "I am sorry the caller who wanted you is now engaged, you will be rung later

---

NR or NT after making 2nd attempt to ring call, arrange for line to be tested & for the O.S. to be advised of result

ON DELAY POS.

attempt Priority I

calls in code Tuts before all other calls. & treat P.V.T. as priority I on receipt of P.I or PVT call if circuit not av. interrupt the priority call of largest duration.

Calls routed via LONDON ONLY.

1/ Full responsibility regarding supervision of calls over the London Exchange rests with the controlling operator, therefore do not leave the circuit until both subs are in a position to speak or unless the call is ineffective.

2/ AUTO CALLS. H/- operator will dial the number and confirm ringing tone and will then leave the circuit. Further advice will not be given by her therefore you must supervise the call & take your own no reply & engaged.

3/ Other calls in London Group H/- operator will connect you to the next exchange saying "Through to (Chiswick)" and will leave the circuit. You must pass forward the exchange and number required and continu to supervise the call..

4/ DJE calls. When London advises junctions engaged clear down and hold O.S. 1 min. then try again. advise sub "I am sorry the lines are engaged you will be rung later. Enter booking time & initials & pass to a suspended positio

5/ E calls Verbal advice may not always be received but proceed as for ordinary E calls.

6/ DTE. CALLS clear down imme. and try alternative route if unsuccessful return to H/. but clear down if advised "No circuits" & calls pass call to a suspended pos.

7/ THROUGH CALLS when advised "through to BRISTOL" if the distant exchange has not answered within 30 secs recall H/- and demand required exchange again.

8/ CALL OFFICES.

——→ Make appointment

time 30 minutes later. Do not rebook.

SUSPENDED POSITIONS Rebook calls after the second consecutive attempt due to D.J.E., or DTE made by you. Warn delayed call office calls.

COIN BOX & CALL OFFICE CALLS

1/ Number engaged

Interrupt if EC, ER or ET make appointment time for 15 mins later

2/ T.E. Trunks engaged. After making a 60 sec search make appointment for 15 mins later.

3/ DTE. Try primary & alternative routes holding for 60 secs on each, if unsuccessful make appointment for 30 mins late & rebk.

4/ DJE Hold for 60 secs with TGE, then make appointment for 30 mins later & pass ticket to a suspended position.

5/ DTE or DJE DELAY, Rebook call

making appointment time as booking time plus delay quoted.

NOTE: When rebooking always quote the charge letter and give the originating group centre.

Delay Operating General

1/ Order of completing calls

A/ Priority I & PUT calls.

B/ Cut off reconnections

C/ Fixed time calls if their completion time has arrived

D/ Personal call when received from PCM for completion.

E/ Coin box & call office calls (if their appointment time has arrived)

F/ Priority II calls (Treat calls to Belfast or Dublin records as Priority II for booking purposes only)

(G) E & NR calls.

H/ All other calls in code turn.

2/ Fixed time calls Providing Priority I or ~~[illegible]~~ PUT calls are not waiting endeavour to connect FX calls at their appointment time if there is delay on the route mark the ticket "delay working and hand it to your SSR.

3/ Number engaged calls. attempt to complete at 5 min intervals

4/ No reply calls. attempt to complete the calls at the time suggested, by the caller, at 30 min's after the first attempt.

5/ all after calls. Connect in code turn. Do not deal with such calls out of code turn merely to avoid cancellation at a specified time by the caller. If several calls are deffered to the same time deal with them in the order of bookings, but after disposal of ordinary calls booked at the deferred time.

6/ Completing suspended or delayed calls after 9:20 pm.

At 9.30 pm cancel all „ready tickets „ marked "CCL 9.30" pm

Place all others in code order. When the time of a ticket marked DC arrives connect it in the usual way. Before attempting to connect a call not marked D.C. ring the OS & say "Do you want your Leicester call at full rate." If he agrees say "hold the line please" & proceed to connect. If unable to complete straight away mark ticket "DC" before putting it away for later connexion. If the OS. says he doesn't want the call, cancel it.

7 Calls to ex-directory subs

These tickets will be prepared on monetarial positions & sent to you for completion. When setting up the call take the greatest care that the ex-directory number is not heard by the O.S. use separate card circuits where necessary.

Calls after t or Rebooked Calls

1/ Order of obtaining calling & called subs.

A/ Obtain the caller first before attempting to obtain DS.

i If DS can be, called direct.

ii/ On any call previously ineffective due to "OE" or "ONR" or NR.

B/ Obtain the DS first or attempt to get DS first.

i/ On calls previously ineffective due to "E".

ii/ On calls ineffective due to "DTE" or "DIE" (Make no attempt to obtain the caller until either ringing tone or called sub is obtained.

2/ EXPRESSIONS. If called sub answers first. "Hold the line please I have a call for you." When OS. answers say. "Your call to Leicester 1234 — go ahead please, six minutes maximum". On calls where the OS. answers first say, "Your call to Leicester 1234, hold the line please!" When F.S answers say, "Go ahead please. 6 mins Max."

3/ DJE1 When terminal, group centre, or intermediate operator advises junctions still engaged, clear the connexion and make further attempts at 5 min intervals to complete the call. After the 2nd attempt if still advised "J still E" rebook the call with the primary route.

4/ DTE or DJE in Delay / Rebook

5/ Renewed attempt on "E" calls

Make renewed attempts at 5 min intervals for a period of 30 mins from the booking time. After this call the TGC operator & say "Stockport 2345, interrupt for Cambridge", Insert TKD. in the remarks space of ticket. If advised that the called sub is ET. ER or

E.C. advise the caller "I am sorry the number is engaged you will be rung later." if he has been obtained & note the ticket accordingly. Continue to make attempts at 5 min intervals, & obtain ringing tone or NS before obtaining OS.

Called sub. NR On calls previously suspended for other reasons. If no reply is obtained from the called subscriber advise OS "I am sorry there is no reply from Stockport 1234". Should the caller request a further attempt ask him if he can suggest a ~~further~~ suitable time, if he cannot ask him to originate a further call later. If however he presses for the exchange to initiate another attempt offer to complete the call in 30 mins. Endorse ticket NR Connect at 5pm.

Renewed attempts on NR calls

Obtain caller at the time indicated on the ticket & say "I will try your Stockport call". If there's still no reply advise the caller "I am sorry there is still no reply from Stockport 2345, I will cancel the call". If the caller presses for further attempts to be made, say "I will arrange for the line to be tested", & release him. Then call monitor etc.

7/ Local junctions engaged. On calls where the distant subscriber has been obtained, or the number passed to the TGC opr. wait for the DS to answer, say "I am sorry the lines are engaged you will be rung later", Endorse ticket "OJE 9.5 am" and try again at 5 min intervals getting the originating subscriber first.

8/ Originator engaged. If DS

has been obtained make same advice etc as in 7/ but say "I am sorry the caller who wanted you is now engaged you will be rung later" ~~endorse ticket~~ "OJE" when the call has been delayed 30 mins from time of booking, offer the call to the caller & enter TKO in remarks space. If the caller refuses to accept, or is engaged on a trunk call endorse ticket "OER" "OET" or "OEC" whichever is appropriat and try again at 5 min intervals. (Do not TKO a sub more than once.)

9/28 Originator no reply. Advise (if he has been obtained) "I am sorry there is no reply from the caller who wanted you - you will be rung later." Make a second attempt to obtain OS. thirty minutes later, if this is unsuccessful endorse ticket "Still ONR 7.30pm" & cancel it.

Trunk offering – general. Use separate pair of cords, & never interrupt a call office a subscribers coin box circuit. One min should be allowed if the sub asks for time, to finish his conversation. If unable to get the required number, due to the engaged condition, treat the call as one ~~whose~~ where interruption has been refused

Expressions used.

~~1234 accept~~ "Will Cambridge 1234 accept a trunk call" If the subscriber agrees say "Please replace your receiver you will be rung" If after a few seconds from the time you request the ~~receiv~~ sub to replace his receiver the calling supervisory lamp of the TKO circuit does not glow enter circuit again. If a sub is in circuit say "Cambridge 1234 has accepted a trunk call Please replace your receiver". If there is still delay treat as ER.

VAX'S Refer to Bulletin in all cases before attempting to TKO.

Delay Operating Rebooked Calls

1/ Setting up connection to O.S. If the OGC is reached indirectly ask for the exchange and number preceded by "Long Distant" If unable to connect due to junctions engaged note the ticket and make further attempts at 5 min intervals. If the route is in delay warn the call. "Should "Priority Delay" be encountered when warning, make further attempts every 15 mins, endorsing the ticket (PD 9.5pm

2/ Setting up connection to the T.S.;

proceed as for setting up connection to OS - except that if PD encountered, & the OS has been obtained say "I am sorry, I cannot connect your call at present, as there are several emergency calls waiting. You will be rung later." Endorse Ticket "PD 9.5pm" and make further attempts every 15 mins.

D.S. engaged. offer the call. If ER, EC or ET, make repeat attempts every 5 mins.

D.S. no reply. proceed as for no reply calls.

3/10 Warning use answering cord to answer transfer circuits

On receipt of demand "Circuit to Penzance" reply "Right" - set up connection on first free circuit and say "Through to Plymouth" Monitor until operators at each end speak, place green ring over speak key.

4/ Retention of Tickets for calls which have been rebooked.

White tickets in respect of calls rebooked. will be passed to the respective delay position, these are kept in a pigeon hole for reference purposes until midnight.